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PUBLIC UTILITIES COMMISSION

December 20, 1989

CAD BULLETIN NO. 89-9

TO: Electric and Gas Utilities

FROM: Barbara R. Alexander, Director, CAD

SUBJECT: Information Request Pursuant to the Winter
Disconnection Rule (Chapter 810, Section 17)

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The attached form is a revised version of the information requested for electric and gas utilities last year. The form should be filled out monthly and returned to the Consumer Assistance Division beginning with November, 1989. The information requested is limited to accounts receiving Residential Utility Service as that term is defined in Chapter 810, Section 2, Part P.

Items preceded by a "*" should be reported for the non-winter period (April 16 through November 14).

If you have any questions concerning the form or the data request, please contact Barbara Alexander or Betty Bero at the Consumer Assistance Division. Thank you.

* Please do the best you can to reconstruct these numbers for November and December.

ACTIVITY REPORT FOR MONTH ENDED _____

UTILITY: _____

FORM PREPARED BY: _____ ON: _____

NOTE: The following data should be provided for all accounts receiving RESIDENTIAL UTILITY SERVICE as that term is defined in Chapter 810, Section 2, Part P. The items preceded by a * should be provided for the April through November reports.

1. _____ 14-day disconnection notices were issued this month for a total amount overdue of _____ for the following reasons:

_____ computer generated _____ manual

2. _____ 3-day disconnection notices were issued this month for a total amount overdue of _____ for the following reasons:

_____ computer generated _____ manual

3. _____ premise visits were performed as required by Section 17 (after the notice was issued but before the disconnection date). _____ premise visits were performed but not required by Commission rule.

4. _____ letters providing the customer 5 business days to respond or the utility would request permission to disconnect were mailed.

5. _____ oral and _____ written Declarations of Eligibility for Special Payment Arrangements (SPA's) were received.

6. _____ SPA's were established for the first time for the 1989/1990 winter period this month. Of these SPA's, _____ are levelized/annualized, _____ are summer loaded (customer pays at least average summer bill during winter), and _____ are individualized.

7. _____ SPA's were active at month's end.

8. _____ regular payment arrangements were established this month.

9. _____ disconnections of customers receiving residential utility service occurred this month. Disconnections were as follows:

- a. _____ were requests to disconnect granted by the CAD.
- b. _____ were disconnected because the utility was reasonably certain the residential unit was abandoned.
- c. _____ were disconnected because the customer requested the disconnection and it was reasonably certain the residential unit was unoccupied.
- *d. _____ were disconnected for failure to comply with the terms of a Special Payment Arrangement.
- *e. _____ were disconnected for failure to comply with the terms of a Regular Payment Arrangement.
- *f. _____ were disconnected for failure to pay or negotiate a payment arrangement to avoid disconnection.
- *g. _____ were disconnected at the request of a third party or because of a failure to pay by a third party in accordance with Section 9(I) of Chapter 810.

10. _____ reconnections of service disconnected for non-payment occurred this month.

11. _____ applications for service (oral or written) were received this month. _____ applications for service were denied this month.